



E-GOVERNMENT EFFORTS FOR MONTANA

Montana Interactive General Manager's Report

3RD QUARTER 2017

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Executive Summary

Non-Monetary Transactions

# of transactions processed to date	4,388,103
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Monetary Transactions (processed by Montana Interactive)

# of transactions processed to date	5,114,216
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Gross amount collected to date (includes agency identified statutory/rule and any add'l fees)	\$202,070,255
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Total Dollars Processed through all eGovernment Services offered by the State	202,070,255
Total Dollars Remitted to the State (statutory/rule fee)	(195,440,816)
Total Net Revenues to Montana Interactive before operating expenses	6,629,439

Types of Revenue Breakout

Agency Funded Services (Time and Materials)	492,556
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	6,136,883
Total Portal Revenue	6,629,439

Payment Processing and Other Operating Costs	(5,013,126)
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Total Operating Income	1,616,313
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Total Provision for income taxes	(657,638)
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Net Income	\$ 958,675
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Other Monetary Transactions (payment info collected by but not processed by Montana Interactive)

# of transactions processed to date (Business Tax Express)	113,517
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Gross amount collected to date (Business Tax Express)	\$190,583,503
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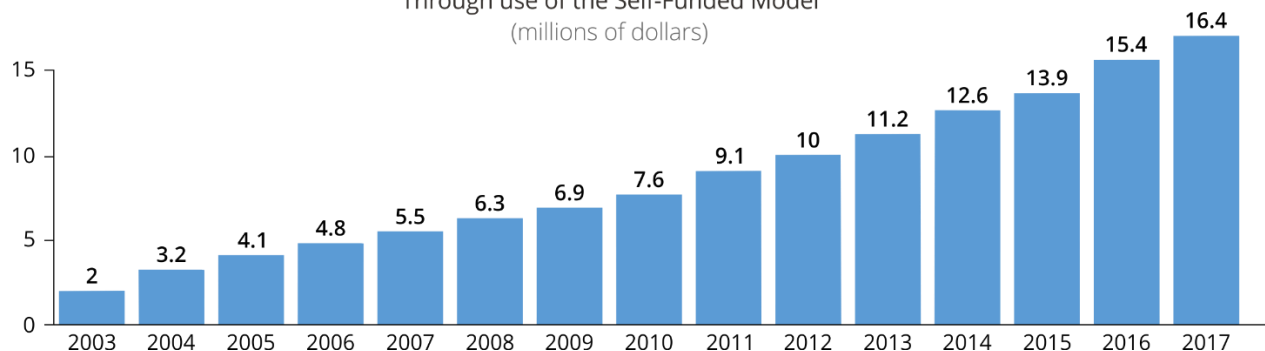
State Costs Avoided (since start of contract 2001)

Cumulative cost savings to the state	\$ 16,441,835
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The "State Costs Avoided" of over \$16.4 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

Cost Savings to the State of Montana

Through use of the Self-Funded Model
(millions of dollars)

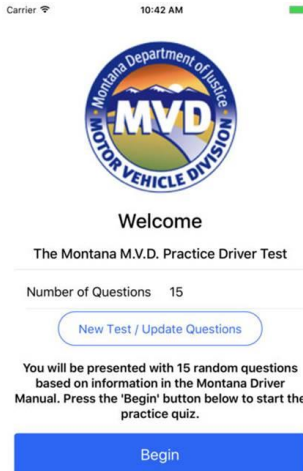


Overview of eGovernment Activities

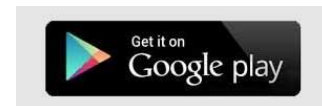
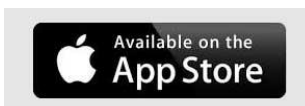
Achieved in Q3 2017

17 eGovernment activities were launched and/or addressed during Q3 2017. This includes 2 new customized eGovernment services/major enhancement to existing services, 1 Over-the-Counter payment solutions, 1 Common Checkout Page payment integrations, 3 Conference & Training Registration services, 4 ePass Service Provider integrations, and 6 enhancements and additions to existing eGovernment services.

eGovernment Success Stories



The Department of Justice Motor, Vehicle Division's Practice Driver Test mobile app was re-written during the third quarter of 2017; giving the service a new modern look and feel since it first launched in July 2010. The app allows users to answer random questions from MVD's Montana Driver Manual. The test can be used to prepare for a driver's license exam or simply to refresh end-user knowledge about the State's driving rules and laws. The user has the ability to choose the number of questions (up to 37) they wish to be presented with. The test can be taken as many times as users wish, while generating a new set of questions each time. At the end of each test, a score is provided to the user and correct and incorrect answers are also identified. In addition to the changes to the look and feel, the app was completely reworked, and improvements made to the application flow and performance. The app is available in both the Google Play and the Apple Store.



Technology on the Rise – MI's Digital Government Expo – *TODAY!*



MI offers a number of payment solutions that allow government to collect payments safely and securely in person, online and in the field. Over the Counter is a web-based solution that allows entities to collect payments in person and via the web. The Common Checkout Page allows for payments to be collected online when integrated into agency developed or vendor provided solutions. On the Go is a mobile app that allows government to collect payments in the field.



Your Pass Now provides the ability to electronically purchase passes, permits and licenses for recreational activities on public lands, such as national parks and forests.



AppEngine is a set of common building blocks that can be combined to create web-based services and solutions in a short amount of time. With a low-code development platform, MI is able to quickly deliver adaptable, simplistic online services in half the time of standard application development.



Spector is a mobile app geared towards government entities conducting business, through forms, remotely and/or via a mobile device. Partners looking for a more efficient way of collecting data will find this service useful in remote areas where there is no Wi-Fi or connectivity. Uses for this service include inspections, home visits, certifications, or any other field work where data is collected. Payment collection is also available.



AccessGov is a citizen portal that provides easy access to information and services offered by state, county, and city government. Everything citizens and businesses need, from content and PDFs to services, can be managed in one easily configurable web portal. Save money and IT resources while creating a consistent, modern user experience for your constituents. AccessGov is a win-win for both citizens and businesses as well as government partners.



Gov2Go is a personal assistant for government that finds, reminds, tracks and transacts. Gov2Go brings together all of your citizens' interactions – at every level of government – onto one convenient platform in a way that is personalized, timely and relevant. Gov2Go enables government to deliver precisely what citizens are asking for including reminders, secure payments and transactions that are quick, easy, and stress-free.

eGovernment Activities – Q3 2017

Service	Agency	Entity Type	Service Type	Launched
Customer Portal - Sprint 9 Forms Builder Integration and Sprint 10 items	Revenue	State	Enhancement Request	9/28/2017
Elected Officials Training Phase II Conference	Montana Association of Counties	County	Conferences	9/27/2017
Midwinter Conference	Montana Association of Counties	County	Conferences	9/27/2017
ePass Service Provider - SANS Securing the Human Training	Administration	State	ePass Service Provider	9/21/2017
ePayments Citations Roadside - add ability to send to individual Courts	Justice	State	Enhancement Request	9/6/2017
MEDA 2017 Fall Conference	Commerce	State	Conferences	8/30/2017
ePass Service Provider - SITSD Vendor Portal	Administration	State	ePass Service Provider	8/28/2017
Motor Carrier Service - iPermit rewrite	Transportation	State	Custom Service	8/23/2017
Best Beginnings/CCUBS - online application updates	Public Health	State	Enhancement Request	8/21/2017
Unemployment Insurance UI4U - Additional Fields to IDMS	Labor and Industry	State	Enhancement Request	8/17/2017
Driver License Practice Exam - Mobile App (iOS and Android)	Justice	State	Custom Service	8/16/2017
Correctional Offender Network - remove advanced search capability	Corrections	State	Enhancement Request	8/4/2017
Professional Licensee List Download - Removal of Speech Language Pathologist Aides	Labor and Industry	State	Enhancement Request	8/1/2017
Payment Portal - Office of the State Public Defender Central Services	Administration	State	CCP	7/31/2017
ePass Service Provider - Montana Board of Crime Control Victim Information System	Justice	State	ePass Service Provider	7/25/2017
Over the Counter Payment Processing -Montana Crime Prevention Conference	Justice	State	OTC	7/13/2017
ePass Service Provider - Public Defender Client Payment Portal	Administration	State	ePass Service Provider	7/11/2017
ePass Montana - 2.0 Conversion Tool	Administration	State	Enhancement Request	6/30/2017
Vehicle Registration Renewal - HB 225 Share Use Paths Opt In Service (MI 265)	Justice	State	Enhancement Request	6/30/2017
ePass Service Provider - BOI Intercap CTLP	Commerce	State	ePass Service Provider	6/27/2017
State Auditor's Office 2017 Montana Insurance Summit	Auditor's Office	State	Conferences	6/26/2017
ePass Service Provider CCUBS Provider Licensing	Public Health	State	ePass Service Provider	6/26/2017
Pavement Conditions Update Links	Transportation	State	Enhancement Request	6/15/2017
Vehicle History Search Registered Users Access Group - Display Fees (MI-237)	Justice	State	Enhancement Request	6/13/2017
Livestock Reporting modify counts by county report, bill template, user roles (#26)	Revenue	State	Enhancement Request	6/8/2017
End of Life Registry Hardware Upgrade Reconfiguration	Justice	State	Enhancement Request	5/31/2017
ePass Service Provider Secretary of State Uniform Commercial Code Filings	Secretary of State	State	ePass Service Provider	5/25/2017
Payment Portal - Richland County Direct Payment Integration	Richland County	County	Custom Application	5/22/2017
MACo Annual Conference 2017	Montana Association of Counties	County	Conferences	5/19/2017
MACo Budget Workshops 2017	Montana Association of Counties	County	Conferences	5/19/2017
Western International Forest Disease Work Conference (WIFDWC)	Natural Resources and Conservation	State	Conferences	5/19/2017
ePayments - Citation Roadside add Lincoln County to accept e payments transactions	Justice	State	Enhancement Request	5/18/2017
ePass Service Provider SABHRS Financials DEQ eBill	Administration	State	ePass Service Provider	5/12/2017
Montana Heritage Commission Member Service updates to links	Commerce	State	Enhancement Request	5/4/2017
MACo/JPIA County Attorney Roundtable	Montana Association of Counties	County	Conferences	5/2/2017

ePass Service Provider - New Hire Reporting Portal	Public Health	State	ePass Service Provider	4/28/2017
ePass Service Provider - Orion Data Portal	Revenue	State	ePass Service Provider	4/28/2017
ePass Service Provider County Collections Report	Revenue	State	ePass Service Provider	4/28/2017
ePass Service Provider eStop Licensing Portal	Revenue	State	ePass Service Provider	4/28/2017
My Events 2 Go 2017 Annual Montana Housing Partnership Conference	Commerce	State	Conferences	4/14/2017
2017 Summer Institute	Public Health	State	Conferences	4/14/2017
Over the Counter Payment Processing - Lewis and Clark County Sheriff's Office Detention Center	Lewis and Clark County	County	OTC	4/13/2017
Over the Counter Payment Processing - Board of Housing Multifamily Department	Commerce	State	OTC	4/11/2017
Payment Portal - UM Western convert to CCP integration	University of Montana	University	CCP	4/10/2017
Livestock Reporting - unpaid balance report (#27)	Revenue	State	Enhancement Request	4/6/2017
ePass UI updates 2016	Administration	State	Enhancement Request	4/4/2017
Payment Portal - Missoula County Animal Control Division	Missoula County	County	CCP	3/29/2017
17th Annual MSF Medical Conference	State Fund	State	Conferences	3/17/2017
ePass Service Provider - MT-DOA-911	Administration	State	ePass Service Provider	3/9/2017
Livestock Reporting - modify \$5 min function, add functionality to SSN/TIN/FEIN editing, remove livestock owned by others (#24)	Revenue	State	Enhancement Request	3/9/2017
Livestock Reporting - remove fee on payment batches and track fiscal money #21	Revenue	State	Enhancement Request	3/9/2017
Housing Credits Application Training Conference	Commerce	State	Conferences	3/2/2017
MEDA 2017 Spring Conference	Commerce	State	Conferences	3/2/2017
ePass Service Provider - myCOAL Application	Environmental Quality	State	ePass Service Provider	3/2/2017
ePass Service Provider - myCOAL ePermit	Environmental Quality	State	ePass Service Provider	3/2/2017
ePass Service Provider - myCOAL Inspections	Environmental Quality	State	ePass Service Provider	3/2/2017
ePass Service Provider - myCOAL Pub Sub	Environmental Quality	State	ePass Service Provider	3/2/2017
ePass Service Provider - myCOAL Security	Environmental Quality	State	ePass Service Provider	3/2/2017
Job Service Helena/Carroll College Job Fair	Labor and Industry	State	Conferences	2/28/2017
2017 Arbitration and Labor Relations Conference	Labor and Industry	State	Conferences	2/24/2017
Livestock Reporting - update demo, instructions, how do I and carousel text (#25)	Revenue	State	Enhancement Request	2/24/2017
Policy Premium Payments - Additional Payment Types	State Fund	State	Enhancement Request	2/21/2017
Montana Prescription Drug Registry - Interstate Data Sharing	Labor and Industry	State	Enhancement Request	2/18/2017
Vehicle History Search - Public User Validation Process and DPPA Reason Codes Update (MI-171)	Justice	State	Enhancement Request	2/14/2017
2017 Annual Housing Credit Compliance Training	Board of Housing	State	Conferences	2/10/2017
Over the Counter Payment Processing - Ravalli County Fairgrounds	Ravalli County	County	OTC	2/10/2017
Over the Counter Payment Processing - Phillips County	Phillips County	County	OTC	1/30/2017
Temporary Registration Permits: Mandated Limited Use Fee Update (MI-170)	Justice	State	Enhancement Request	1/24/2017
Unemployment Insurance UI4U - Lexis Nexis Integration	Labor and Industry	State	Enhancement Request	1/24/2017
ePass Service Provider - Jump Technology Services (LEAPs) System	Public Health	State	ePass Service Provider	1/20/2017
ePass Service Provider - Director's Office F300	Natural Resources and Conservation	State	ePass Service Provider	1/12/2017
49th Annual Governor's Conferences on Aging - Kalispell and Glendive	Public Health	State	Conferences	1/12/2017
Budget Status Reporting Service - Approp and Org Imbalance remove line	Public Health	State	Enhancement Request	1/12/2017
Candidate Filing - Update County for PSC/Judicial Candidates	Secretary of State	State	Enhancement Request	1/12/2017
Livestock Reporting - create report of customers owing money #23	Revenue	State	Enhancement Request	1/10/2017

Online Driver's License Renewal	Justice	State	Custom Application	1/5/2017
Burn Permits - Add Surrounding Counties	Lewis and Clark County	County	Enhancement Request	1/5/2017
Payment Portal - Gambling Services through TAP	Justice	State	CCP	1/3/2017

2017 eGov Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2017. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by Montana Interactive and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

eGovernment Services & Enterprise Solutions

Customized Services & Major Enhancements

A customized eGovernment service is a service developed by MI in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

2 - new Custom eGovernment Services & Major Enhancements launched in the 3rd Quarter 2017

8 – Custom eGovernment Services & Major Enhancements launched in 2017

277 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Motor Carrier Service iPermit rewrite	Transportation	State	8/23/2017
Driver License Practice Exam - Mobile App (iOS and Android)	Justice	State	8/16/2017
ePass Montana - 2.0 Conversion Tool	Administration	State	6/30/2017
Payment Portal - Richland County Direct Payment Integration	Richland County	County	5/22/2017
Montana Prescription Drug Registry - Interstate Data Sharing	Labor and Industry	State	2/18/2017
Unemployment Insurance UI4U – Lexis Nexis ID verification Integration	Labor and Industry	State	1/24/2017
Burn Permits – View Burning in Surrounding Counties	Lewis and Clark County	County	1/5/2017
Online Driver's License Renewal	Justice	State	1/5/2017

Payment Processor Integrations – Common Checkout Page (CCP)

A Payment Processor Integration is an enterprise, public-facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

1 – new Payment Processor Integration(s) occurred in the 3rd Quarter 2017

4 - Payment Processor Integrations occurred in 2017

41 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Office of the State Public Defender Central Services	Administration	State	7/31/2017
Payment Portal - UM Western convert to CCP integration	University of Montana	University	4/10/2017
Payment Portal – Animal Control Division	Missoula County	State	3/29/2017
Payment Portal – Gambling Services through TAP	Justice	County	1/3/2017

Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be taken in person or over the phone as well as the customer entering their payment information via the Internet.

1 - new OTC Payment Solutions launched in the 3rd Quarter 2017

5 – OTC Payment Solutions launched in 2017

94 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Over the Counter Payment Processing - Montana Crime Prevention Conference	Justice	State	7/13/2017
Over the Counter Payment Processing - Lewis and Clark County Sheriff's Office Detention Center	Lewis and Clark County	County	4/13/2017
Over the Counter Payment Processing - Board of Housing Multifamily Department	Commerce	State	4/11/2017
Over the Counter Payment Processing - Ravalli County Fairgrounds	Ravalli County	County	2/10/2017
Over the Counter Payment Processing - Phillips County	Phillips County	County	1/30/2017

On the Go (OTG) Mobile Payment Solutions

The On the Go service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

0 – new OTG Mobile Payment Solution(s) launched in the 3rd Quarter 2017

0 – OTG Mobile Payment Solutions launched in 2017

3 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OTG Mobile Payment Solutions in Q3 2017			

Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items securely using a debit/credit card or electronic check.

0 - new Shopping Cart Solution(s) launched in the 3rd Quarter 2017

0 – Shopping Cart Solutions launched in 2017

8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in Q3 2017			

Enhancements to eGovernment Services

Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

6 – Enhancements launched in the 3rd Quarter 2017

24 – Enhancements have launched in 2017

552 – Enhancements have launched throughout our partnership since 2006*

* this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched
Customer Portal - Sprint 9 Forms Builder Integration and Sprint 10 items	Revenue	State	9/28/2017
ePayments - Citations Roadside add ability to send to individual Courts	Justice	State	9/6/2017

Best Beginnings/CCUBS online application updates	Public Health	State	8/21/2017
Unemployment Insurance UI4U Additional Fields to IDMS	Labor and Industry	State	8/17/2017
Correctional Offender Network remove advanced search capability	Corrections	State	8/4/2017
Professional Licensee List Download Removal of Speech Language Pathologist Aides	Labor and Industry	State	8/1/2017
Vehicle Registration Renewal - HB 225 Share Use Paths Opt In Service (MI 265)	Justice	State	6/30/2017
Pavement Conditions Update Links	Transportation	State	6/15/2017
Vehicle History Search Registered Users Access Group - Display Fees (MI-237)	Justice	State	6/13/2017
Livestock Reporting - modify counts by county report, bill template, user roles (#26)	Revenue	State	6/8/2017
End of Life Registry - Hardware Upgrade Reconfiguration	Justice	State	5/31/2017
ePayments - Citation Roadside add Lincoln County to accept e payments transactions	Justice	State	5/18/2017
Montana Heritage Commission Member Service updates to links	Commerce	State	5/4/2017
Livestock Reporting - Update unpaid balance report (#27)	Revenue	State	4/6/2017
ePass UI updates 2016	Administration	State	4/4/2017
Livestock Reporting modify \$5 min function, add functionality to SSN/TIN/FEIN editing, remove livestock owned by others (#24)	Revenue	State	3/9/2017
Livestock Reporting - Remove fee on Payment Batches and Track Fiscal money #21	Revenue	State	3/9/2017
Livestock Reporting - update demo, instructions, how do and carousel text (#25)	Revenue	State	2/24/2017
Policy Premium Payments - Additional Payment Types	State Fund	State	2/21/2017
Vehicle History Search - Public User Validation Process and DPPA Reason Codes Update (MI-171)	Justice	State	2/14/2017
Temporary Registration Permit - Mandated Limited Use Fee Update (MI-170)	Justice	State	1/24/2017
Candidate Filing - Update County for PSC/Judicial Candidates	Secretary of State	State	1/12/2017
Budget Status Reporting Service - Approp and Org Imbalance remove line	Public Health	State	1/12/2017
Livestock Reporting - create report of customers owing money #23	Revenue	State	1/10/2017

Conference & Training Solutions

Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

3 - new Conference and Training Registrations launched in the 3rd Quarter 2017

17 – Conference and Training Registrations launched in 2017

788 – Conference and Training Registrations have launched since 2006*

* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Elected Officials Training Phase II Conference	Montana Association of Counties	Conferences	9/27/2017
Midwinter Conference	Montana Association of Counties	Conferences	9/27/2017
MEDA 2017 Fall Conference	Commerce	Conferences	8/30/2017
State Auditor's Office 2017 Montana Insurance Summit	Auditor's Office	State	6/26/2017
MACo Annual Conference 2017	Montana Association of Counties	County	5/19/2017
MACo Budget Workshops 2017	Montana Association of Counties	County	5/19/2017
Western International Forest Disease Work Conference (WIFDWC)	Natural Resources and Conservation	State	5/19/2017
MACo/JPIA County Attorney Roundtable	Montana Association of Counties	State	5/2/2017
My Events 2 Go 2017 Annual Montana Housing Partnership Conference	Commerce	State	4/14/2017
2017 Summer Institute	Public Health	State	4/14/2017
17th Annual MSF Medical Conference	State Fund	State	3/17/2017

2017 Housing Credits Application Training Conference	Commerce	State	3/2/2017
MEDA 2017 Spring Conference	Commerce	State	3/2/2017
Job Service Helena/Carroll College Job Fair	Labor and Industry	State	2/28/2017
2017 Arbitration and Labor Relations Conference	Labor and Industry	State	2/24/2017
2017 Annual Housing Credit Compliance Training	Board of Housing	State	2/10/2017
49th Annual Governor's Conferences on Aging - Kalispell and Glendive	Public Health	State	1/12/2017

Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

- 0 - new Mobile Event Agenda application(s) launched in the 3rd Quarter 2017
- 0 – new instances of the Mobile Event Agenda application launched in 2017
- 3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in Q3 2017			

ePass Montana – the State's Single Sign-on Solution

ePass Service Providers

ePass Montana is the state's single sign-on initiative offered by DOA in partnership with MI. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. MI provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

- 4 - new ePass Service Provider was configured in the 3rd Quarter 2017
- 20 – ePass Service Providers were configured in 2017
- 143 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - SANS Securing the Human Training	Administration	State	9/21/2017
ePass Service Provider - SITSD Vendor Portal	Administration	State	8/28/2017
ePass Service Provider - Montana Board of Crime Control Victim Information System	Justice	State	7/25/2017
ePass Service Provider - Public Defender Client Payment Portal	Administration	State	7/11/2017
ePass Service Provider - BOI InterCap CTLP	Commerce	State	6/27/2017
ePass Service Provider - CCUBS Provider Licensing	Public Health	State	6/26/2017
ePass Service Provider - Secretary of State Uniform Commercial Code Filings	Secretary of State	State	5/25/2017
ePass Service Provider - SABHRS Financials DEQ eBill	Administration	State	5/12/2017
ePass Service Provider - New Hire Reporting Portal	Public Health	State	4/28/2017
ePass Service Provider - Orion Data Portal	Revenue	State	4/28/2017
ePass Service Provider - County Collections Report	Revenue	State	4/28/2017
ePass Service Provider - eStop Licensing Portal	Revenue	State	4/28/2017
ePass Service Provider - MT-DOA-911	Administration	State	3/9/2017
ePass Service Provider - myCOAL Application	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL ePermit	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL Inspections	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL Pub Sub	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL Security	Environmental Quality	State	3/2/2017
ePass Service Provider - Jump Technology Services (LEAPs) System	Public Health	State	1/20/2017
ePass Service Provider - Director's Office F300	Natural Resources and Conservation	State	1/12/2017

Other Services and Solutions

Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of MI's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and MI serves as the contract oversight as the agency's contract is with MI. The alliance partner serves as a sub-contractor under MI via the master contract with the state.

No new Alliance Partnership Services launched in the 3rd Quarter 2017

0 - Alliance Partnership Services launched in 2017

8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016/2017			

Other Related eGovernment Activities

Other eGovernment related services offered by MI include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 3rd Quarter of 2017

0 – new Other eGovernment Related Activities were performed in 2017

4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Other Related Activities in 2017 to date			

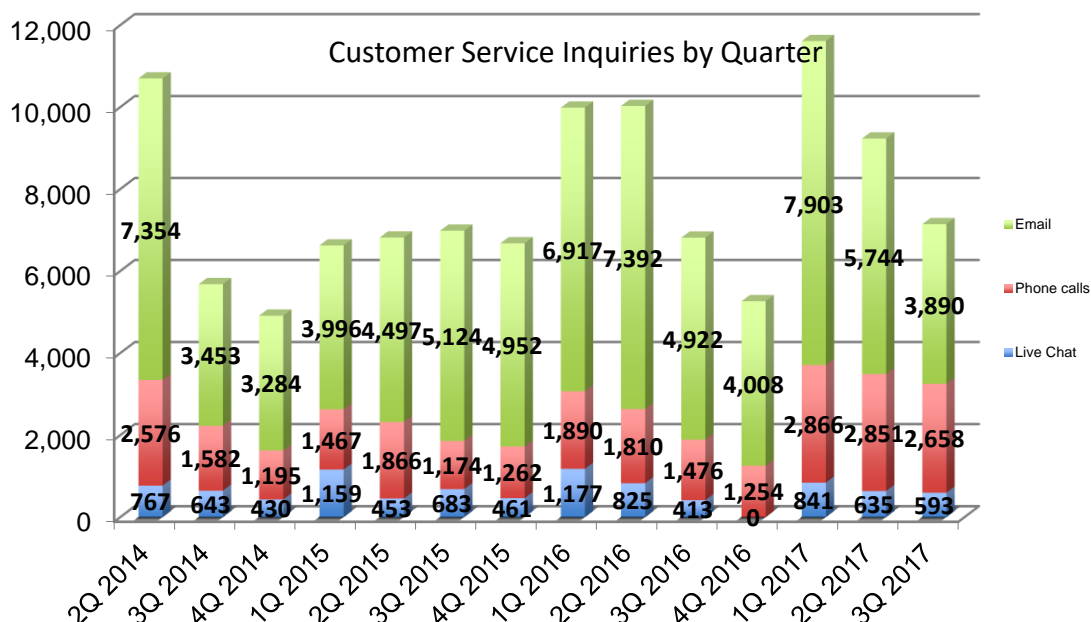
SABHRS and the State Treasury

On average, Montana Interactive sends over 500 SABHRS files each month and approximately 6,400 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

CUSTOMER SUPPORT

The MI Helpdesk handled 7,141 customer inquiries in the 3rd Quarter 2017

27,981 customer inquiries handled by the MI Helpdesk in 2017



SERVICE ACCESSES

Services with highest visits on app.mt.gov for 2017

Service	Visits	Month	Visits 2016	Visits 2017
ePass Montana	1,867,822	January	663,216	707,698
Unemployment Insurance Filing	1,000,870	February	658,084	618,057
Convicted Offender Network	691,073	March	751,471	823,924
Child Support Payment Display	472,373	April	638,410	707,878
Hunting and Fishing Licenses	435,415	May	612,703	668,808
Temporary Registration Permit	248,764	June	768,172	575,964
Vehicle Registration Renewal (VRR)	163,883	July	550,982	564,465
Prescription Drug Registry	151,792	August	579,806	582,481
Business Tax Express	118,002	September	525,023	536,639
Burn Permit	69,934	October	613,477	
Vehicle History Search	68,446	November	617,875	
My Voter Page	48,607	December	569,340	
		Total	7,548,559	4,102,329

USER SESSIONS

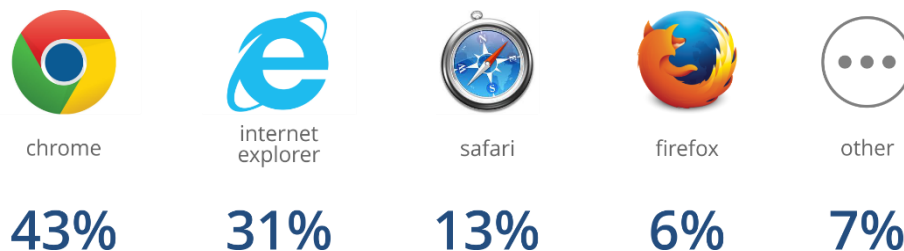
In Q3, there were 1,683,584 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the custom eGovernment services developed by Montana Interactive. MI currently has 229 individual custom services.

User sessions by device for Q3 2017



This represents the percentages of the 1,654,057 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q3.

User sessions by browser for Q3 2017



This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 1,654,057 total user sessions in Q3. "Other browsers" include Edge, Amazon Silk, Samsung Internet, Android Webview, Android Browser, Safari (in-app), and Opera.



IN CLOSING

As always, I appreciate your time and welcome your thoughts and feedback.
I can be reached at 449-3468 x224 or bkolenberg@mt.gov.

Respectfully Submitted,

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